Dearness Home Committee of Management

To: **Chair and Members**
Dearness Home Committee of Management
From: **Leslie Hancock, Director of Long-Term Care**
Subject: **Director's Report to the Committee of Management for the Period to November 1, 2023, to January 31, 2024**
Date: **February 27, 2024**

Recommendation

That on the recommendation of the Director, Long Term Care and with the concurrence of the Deputy City Manager, Social and Health Development, this report related to the Dearness Home **BE RECEIVED** for information.

Linkage to the Corporate Strategic Plan

Dearness Home works toward the goal of Leading in Public Service by always seeking to improve services for the residents and their families.

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic.

Analysis

1.0 Background Information:

1.1 Previous Reports Related to this Matter:

- September 19, 2023, Director's Report, May 16, 2023, to August 15, 2023
- November 21, 2023, Director's Report, August 16, 2023, to November 1, 2023

2.0 Service Provision Statistics:

Occupancy Average November 1, 2023, to January 31, 2024	Number of Individuals on Waiting List as of January 31, 2024
98.02 %	Basic – 359 Private - 554

3.0 Ministry Inspections/Visits:

The Middlesex-London Health Unit visited the Dearness Home on November 20, 2023 to conduct a Compliance Inspection. There was one finding related to food storage temperatures.

The Ministry of Labour, Immigration, Training and Skills Development visited the Dearness Home on January 16, 2024, to conduct inspections related to Covid, Influenza A and Parainfluenza outbreaks. The Home received one order related to retrain staff on the correct wearing of masks/N95's in the workplace.

There were no visits by the Ministry of Long-Term Care during the reporting period.

Public reports are posted by the MOLTC at the following link:
Link to MOHLTC Public Reports

Fire Inspections completed by the London Fire Department are current.

4.0 Mandatory and Critical Incident Reporting:

The Ministry of Long-Term Care (MOLTC) has a Mandatory and Critical Incident Reporting process which requires reporting of all critical incidents in the Home.

The following critical incidents were reported to the MOLTC during the reporting period:

Incident Type and Number (n) of Incidents	Issues	Status
An outbreak of a reportable Disease: • Covid-19 (3)	A Covid-19 outbreak on 3 West, Forest Glen was declared on December 29, 2023 and resolved on January 10, 2024. There was minimal resident impact. A Covid-19 outbreak on 4 West, Pine Grove was declared on January 15, 2024 and resolved on January 26, 2024. There was minimal resident impact. A Covid-19 outbreak on 2 West, Walnut Court was declared on January 29, 2024 and resolved on February 10, 2024. There was minimal resident impact.	Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.
• Parainfluenza (1)	A Parainfluenza virus outbreak on 5 East, Birch Walk was declared on December 27, 2023 and resolved on January 25, 2024. There was minimal resident impact.	
• Influenza A (1)	An Influenza A outbreak on 2 East, Maple Place was declared on January 3, 2024 and resolved on January 8, 2024. There was minimal resident impact.	

5.0 Infection Control:

- The Home is in the process of recruiting a part time Infection Control Coordinator (IPAC). The full time and part time roles will continue to frontline staff in implementing, performing and sustaining infection control policies and procedures.

- Over 400 infection control audits were completed during the reporting period which included hand hygiene, personal protective Equipment (PPE), kitchen, housekeeping, hairdressing, and wound cart. Upwards of 100 of these audits were conducted providing the staff with direct education on how to don and doff their personal protective equipment (PPE) and then requesting said staff to demonstrate the process. The audits look for appropriate use and the auditor provides on the spot education and training if or when an issue is noted. The auditor will also look at why the staff member may have missed steps and implement education surrounding a review of causation of missed steps.

- The Home has continued to review and develop policies and procedures with a best practice focus. During this time frame the Home reviewed the Methicillin-Resistant Staphylococcus Aureus (MRSA) policy and will soon roll the policy out to the staff. The IPAC team also changed the way that policies are reviewed in the Home. Previously, a review was done at the end of the year reviewing all policies; this year the Home will work on 3 or 4 a month ensuring by the end of the year they have all been reviewed and the IPAC team has time to review or act on best practices.

- Covid-19 and flu vaccines were offered to all eligible residents in November 2023. The Home also held multiple clinics for staff.

- As of January 31, 2024, 80% of residents have received their flu vaccine. The Home will continue to offer the flu vaccine to eligible residents and staff until March of this year.

- As of January 31, 2024, 60% of the residents have received the most current Covid-19 vaccine. The Covid-19 vaccine will be offered again in March and April and will continue to be offered semi-annually unless further direction from the Ministry of Health or Public Health is released.

- As of January 31, 2024, 48% of the residents have received the Respiratory Syncytial Virus (RSV) vaccine. The Home will continue to offer all residents being admitted to the Home this vaccine until March of 2024.

- Education has been provided to Family Council around the importance of the RSV vaccine with the hopes for a better RSV uptake with residents.

- As we move through the respiratory season, uptake for staff flu vaccines has continued to show improvement. 60% of our staff have their flu vaccine compared to last year's rate at 23%. This continues to be attributed to less vaccine fatigue, increased education, initiatives such as prizes and candy, flu clinics held at different hours of the day as well as the IPAC team calling staff individually to remind them of the importance of the flu vaccine.

- The IPAC team completed N95 mask fit testing updates for the majority of the staff. Currently we have 80% of the staff mask fitted and are working to complete the remainder.

- The Homes IPAC Coordinator attended 3 on-line education sessions. Two were held by the IPAC Central West and West Novice infection Prevention and Control Community of Practice. During these sessions, infection surveillance, collection of specimens and admission risk factor screening education was provided. The

last on-line education the IPAC Coordinator attended was held by Public Health Ontario, where they reviewed a new resource for LTC regarding Carbapenemase Producing Enterobacteriaceae (CPE).

- The IPAC Coordinator completed a visual poster for staff identifying the benefits of masking.

6.0 Covid-19 Update:

On November 2, 2023, the Ministry of Long-Term Care released a new masking policy for LTC, Enhanced Masking in Long-Term Care Homes. This mandate was to be implemented by November 7, 2024. It was mandated that staff, contractors, and volunteers are required to wear a surgical mask when in an area in the home that residents have access. Staff, contractors, and volunteers have the choice to wear a surgical mask in staff areas. Visitors are strongly encouraged to wear a surgical mask when visiting their loved one.

7.0 Health and Safety:

Regular monthly inspections were conducted during the reporting period. The Joint Health and Safety Committee (JHSC) meets monthly to discuss findings from the monthly inspections. The JHSC focused on proper lifting techniques during the reporting period. 10 JHSC members attended the JHSC Day Away in December.

8.0 General Updates:

8.1 Highlights in the Recreation Department:

- On November 11, the Home held its first Remembrance Day Service since the pandemic in our new Friendship Centre. It was a deeply meaningful program with over 120 residents, family, staff and guests in attendance. Our Veterans were deeply honoured.
- In November, The Home's volunteer Auxiliary group hosted its first Holiday Bazaar in the Home since the pandemic closure with over 30 vendors. It was a very successful day, and our residents were so pleased to have this event back. Our residents had a table where they proudly displayed and sold their homemade crafts.
- In December our residents were thrilled to go out in the community and attend the Magic of Lights! A unique and dazzling drive-through Holiday lights experience.
- 2 new Casual Part Time Recreation Coordinators were hired during the reporting period.
- Our Volunteer Coordinator recruited 7 new Volunteers to our growing program during the reporting period. We average 60 active Volunteers per month with over 1000 volunteer hours for resident program supports in 2023.
- All updates to our Snoezelen Room (sensory room) were installed to elevate dated products to state of the art for our resident therapeutic interventions.
- The Recreation team had a full planning and education day in January. This day included team planning for resident excursions, special event and programs for 2024. The team looked at potential software options that may enhance resident programming and log participation in activities. The afternoon included informative training from the Sensory Scapes Educator on Sensory Modalities and how to effectively use these for residents with cognitive deficits benefits.
- The Manager of Community Life hosted the London area REACT (Recreation Managers Meeting) in our new Friendship Centre.
- Music City approved our new AV updates for our new Auditorium. Installation plans begin the end of January.

8.2 Highlights in the Dietary Department:

- MenuStream software has launched on 7 of the Home's 9 units with assistance from the Food Service Supervisors and the Personal Support Worker (PSW) Auditors.
- Meals were provided for Residents on Christmas Eve, Christmas Day and New Year's Day, along with snacks and treats for the Holiday Season.
- Staff working Christmas Day were provided a turkey Dinner with dessert.
- The Dietitian Team has been working to move as many residents as possible over to Resource 2.0 to reduce returned items and increase acceptance.
- Cross body bags, hot cocoa and Candy Canes were provided to Staff as a Holiday Gift. Gifts were assembled by the Management Team.
- Catering has resumed for training sessions.

8.3 Highlights in the Nursing Department Include:

- In early November the Home hired a Clinical Educator to the team. This is a new role for the Dearness Home which will focus on ensuring staff maintain their clinical competencies, identify and address knowledge or skill gaps, support learning needs, and uphold organizational and professional standards and practices. This role has been a welcomed addition and staff feedback regarding the role and its mandate has been overwhelmingly positive.

- On December 13, the Home held a Years of Service Awards Ceremony in our new Auditorium. Staff who were receiving a Years of Service Award were personally invited to the ceremony to receive their certificate. Each staff member was called to the front of the auditorium to accept their award and receive personal thanks from their direct manager. Snacks and refreshments were provided to the staff after the awards were handed out. Given the stressful health care environment our staff work in daily, celebrating these milestones and demonstrating the management team's gratitude for their service is critical to cultivating and maintaining a positive culture.

- In recent years Dearness Home, like most LTC in the region, has seen a steady increase in the number of applicants to the Home with severe mental illness, substance misuse, and physically aggressive, violent behaviours. Most residents in LTC Homes are seniors - over half are 85 years or older. This mix of frail elderly with younger physically responsive mental health residents can be extremely challenging to manage. LTC Homes have been essentially geared towards caring for the needs of the majority geriatric population. As such, this younger demographic typically does not have access to age-appropriate programs and meaningful social connections, or, perhaps most critically, appropriate behaviour support resources and psychiatric services – most external behavioural resources available to LTC Homes will not even accept referrals for residents under 65 years of age. As per the Auditor General's 2023 Report on Long-Term Care Homes, over 40% of long-term care residents were assessed with having aggressive behaviours in 2022/23. This same report also identified several examples from homes where residents' aggressive behaviours led to physical harm or harassment of other residents and/or staff. This harm is difficult to prevent in our setting given the funding and legislation governing LTC Homes prevents or limits the use of methods and resources otherwise available to community and hospital settings. Our ability to decline applicants of a younger cohort with severe physical behaviour is also limited by our legislation. Additionally, the applications are frequently lacking or void in terms of information regarding an applicant's behaviours and/or diagnoses, leaving the Home unprepared to manage a new admission's level of physical aggression. Despite these challenges, Dearness management continues to diligently work with placement authorities to limit inappropriate admissions, while also supporting staff in working to maintain a safe environment for the residents. Our not-for-profit Homes association, Advantage Ontario, is advocating to government that these issues be addressed.

8.4 Highlights in the Environmental Department Include:

- The laundry department is recruiting for 1 vacant position.
- The Housekeeping department is recruiting for 2 vacant positions.
- The annual testing of bed safety rails was completed on all beds in the Home.
- The Home installed a new phone in the lobby for residents to use.

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